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NOTICE OF ALLOWANCE AND FEE(S) DUE

20575

7590

05/16/2007

MARGER JOHNSON & MCCOLLOM, P.C. 210 SW MORRISON STREET, SUITE 400 PORTLAND, OR 97204

EXAMINER

BORISSOV, IGOR N

ART UNIT PAPER NUMBER

3628 DATE MAILED: 05/16/2007

APPLICATION NO. FILING DATE			FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/766,175	01/18/2001	•	Mark Buonanno	2705-710	9529

TITLE OF INVENTION: PROACTIVE CALL AND CONTACT CENTER SYSTEM

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$0	\$1400	08/16/2007

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. <u>PROSECUTION ON THE MERITS IS CLOSED</u>. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED. SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE DOES NOT REFLECT A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE IN THIS APPLICATION. IF AN ISSUE FEE HAS PREVIOUSLY BEEN PAID IN THIS APPLICATION (AS SHOWN ABOVE), THE RETURN OF PART B OF THIS FORM WILL BE CONSIDERED A REQUEST TO REAPPLY THE PREVIOUSLY PAID ISSUE FEE TOWARD THE ISSUE FEE NOW DUE.

HOW TO REPLY TO THIS NOTICE:

I. Review the SMALL ENTITY status shown above.

If the SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

- A. If the status is the same, pay the TOTAL FEE(S) DUE shown above.
- B. If the status above is to be removed, check box 5b on Part B Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and twice the amount of the ISSUE FEE shown above, or

If the SMALL ENTITY is shown as NO:

A. Pay TOTAL FEE(S) DUE shown above, or

B. If applicant claimed SMALL ENTITY status before, or is now claiming SMALL ENTITY status, check box 5a on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and 1/2 the ISSUE FEE shown above.

II. PART B - FEE(S) TRANSMITTAL, or its equivalent, must be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted. If an equivalent of Part B is filed, a request to reapply a previously paid issue fee must be clearly made, and delays in processing may occur due to the difficulty in recognizing the paper as an equivalent of Part B.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: Mail Mail Stop ISSUE FEE

Commissioner for Patents

P.O. Box 1450 Alexandria, Virginia 22313-1450

or Fax (571)-273-2885

INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where

## STANDER APPLICATION NO. FILING DATE FIRST NAMED INVENTOR APPLICATION PROACTIVE CALL AND CONTACT CENTER SYSTEM ## APPLICATION NO. FILING DATE FIRST NAMED INVENTOR APPLICATION PROACTIVE CALL AND CONTACT CENTER SYSTEM ### APPLICATION PROACTIVE CA	indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new of maintenance fee notifications. CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)							
MARGER JOHNSON & MCCOLLOM, P.C. 210 SW MORRISON STREET, SUITE 400 PORTLAND, OR 97204	CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)				Note: A certificate of mailing can only be used for domestic mailings of the Fee(s) Transmittal. This certificate cannot be used for any other accompanying papers. Each additional paper, such as an assignment or formal drawing, must have its own certificate of mailing or transmission.			
MARCHEN JOHNSON & MCCOLLOM, P.C. 210 SW MORRISON STREET, SUITE 400 PORTLAND, OR 97204 APPLICATION NO. FILING DATE FIRST NAMED INVENTOR ATTORNEY DOCKET NO. CONFIRMATION NO. PROACTIVE CALL AND CONTACT CENTER SYSTEM APPLICATION NO. FILING DATE FIRST NAMED INVENTOR ATTORNEY DOCKET NO. CONFIRMATION NO. 10766,175 TITLE OF INVENTION: PROACTIVE CALL AND CONTACT CENTER SYSTEM APPLICATION NO. STANDAY INVENTOR ATTORNEY DOCKET NO. CONFIRMATION NO. 14400 APPLICATION NO. STANDAY INVENTOR ATTORNEY DOCKET NO. CONFIRMATION NO. 14400 APPLICATION NO. STANDAY INVENTOR ATTORNEY DOCKET NO. CONFIRMATION NO. 14400 APPLICATION NO. STANDAY INVENTOR ATTORNEY DOCKET NO. CONFIRMATION NO. 14400 BORNISSOV, IGOR N. 3628 TOSOLOGO SO. S. 1400 B						Certificat	te of Mailing or Trans	emission
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4a. The following fec(s) are submitted: Issue Fee A check is enclosed. Publication Fee (No small entity discount permitted) Payment by credit card. Form PTO-2038 is attached. The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number (enclose an extra copy of this form status indicated above) A check is enclosed. Payment by credit card. Form PTO-2038 is attached. The Director is hereby authorized to charge the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number (enclose an extra copy of this form status indicated above) A check is enclosed. Payment by credit card. Form PTO-2038 is attached. Payment by credit card. Form PTO-2038 is attached. Determined to the required fee(s), any deficiency, or credit any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra copy of this form any overpayment, to Deposit Account Number (enclose an extra c	Please check the appropri	ate assignee category or	categories (will not be n	rinted on the natent):	☐ Individual ☐	Comomi	tion or other minute an	
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5. Change in Entity Status (from status indicated above) \[\begin{align*} \text{ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.} \] \[\text{ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).} \] NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignce or other painterest as shown by the records of the United States Patent and Trademark Office. \] Authorized Signature Date Typed or printed name Registration No.	☐ Advance Order - #	of Copics		The Director is her overpayment, to De	by authorized to eposit Account Nu	harge the	required fee(s), any de	eficiency, or credit any
NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other painterest as shown by the records of the United States Patent and Trademark Office. Authorized Signature Date Typed or printed name Registration No.								
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This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to provide an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to contain this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce 12 Contains 2013 13 1450. Department of Commerce 13 1450. Alexandria Virginia 22313 1450.	Authorized Signature				Date			
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Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.	This collection of informa an application. Confidenti submitting the completed this form and/or suggestic Box 1450, Alexandria, Vi Alexandria, Virginia 2231	ation is required by 37 C iality is governed by 35 application form to the ons for reducing this bur rginia 22313-1450. DO 3-1450.	FR 1.311. The informatic U.S.C. 122 and 37 CFR USPTO. Time will vary den, should be sent to th NOT SEND FEES OR (on is required to obtain of 1.14. This collection is depending upon the ine chief Information OfficompLETED FORMS	or retain a benefit lestimated to take dividual case. Any icer, U.S. Patent a TO THIS ADDR	by the pub 12 minute commen nd Trader ESS. SEN	lic which is to file (and s to complete, including ts on the amount of time mark Office, U.S. Dept D TO: Commissioner	d by the USPTO to process) ng gathering, preparing, and me you require to complete artment of Commerce, P.O. for Patents, P.O. Box 1450,

PTOL-85 (Rev. 07/06) Approved for use through 04/30/2007.



United States Patent and Trademark Office

UNITED STATES DEPARTMENT OF COMMERCE United States Patent and Trademark Office Address: COMMISSIONER FOR PATENTS P.O. Box 1450 Alexandria, Virginia 22313-1450 www.uspto.gov

APPLICATION NO. FILING DATE FIRST NAMED INVENTOR ATTORNEY DOCKET NO CONFIRMATION NO. 09/766,175 01/18/2001 Mark Buonanno 2705-710 9529 **EXAMINER** 20575 7590 05/16/2007 BORISSOV, IGOR N MARGER JOHNSON & MCCOLLOM, P.C. 210 SW MORRISON STREET, SUITE 400 ART UNIT PAPER NUMBER PORTLAND, OR 97204 3628 DATE MAILED: 05/16/2007

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b)

(application filed on or after May 29, 2000)

The Patent Term Adjustment to date is 325 day(s). If the issue fee is paid on the date that is three months after the mailing date of this notice and the patent issues on the Tuesday before the date that is 28 weeks (six and a half months) after the mailing date of this notice, the Patent Term Adjustment will be 325 day(s).

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (http://pair.uspto.gov).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at 1-(888)-786-0101 or (571)-272-4200.